



Centre for Organization Development

Educate | Evolve | Empower



Program on
Unlocking the Code of Effective Communication
(January 28-30, 2020)

Program Director: Lalitha Akundi



OVERVIEW

For businesses to function as desired, managers must be able to interact clearly and effectively with their employees through verbal communication and non-verbal communication. A manager's effective and open communication with his team members and customers lets him get the work done quickly and professionally. It helps eliminate misunderstandings and can encourage a healthy and peaceful work environment. Such effectiveness does not come by itself. It is an ability that must be acquired. Thus, unlocking the code for effective communication is the key for workplace effectiveness.

OBJECTIVE

To enable the participants for enhancing the effectiveness of their communication and thereby augmenting the workplace communication flow.

CONTENTS

- Becoming aware of one's Communication Style
- Identifying the barriers to effective communication
- Developing Workplace Communication Skills Set:
 - Managing Agreement between Verbal and Non-Verbal
 - Use communication for Influence
 - Learn listening for understanding
 - Offering and receiving feedback
 - Essentials of Business Presentations

METHODOLOGY

The program is designed to facilitate experiential learning through interactive sessions, which are organized around case studies, group activities, discussions, psychological instruments, exercises, films etc.

PARTICIPANTS' PROFILE

This programme is designed for middle and level executives of public sector, private sector and government organizations who have moved into managerial roles.

DURATION

The programme starts at **0930 hours** on **January 28** and concludes on **January 30, 2020** at **1715 hours**. The participants are expected to arrive in Hyderabad a day before commencement and may leave after the conclusion of the programme or in the morning of the following day.

VENUE

The programme will be held at the Centre for Organization Development, Madhapur, Hyderabad. It is fully residential and the participants will be accommodated in single air-conditioned rooms at its campus.

The Centre arranges transport between Airport/Railway Station and the campus.

PROGRAM FEE

The Programme fee is Rs.17,000/- + GST. The fee includes tuition fees and courseware. Cheque/DD drawn in favour of "Centre for Organization Development" payable at Hyderabad, along with the nomination form be sent to the Head, Programmes Office, Centre for Organization Development, Madhapur, P.O. Cyberabad, Hyderabad 500 081. The Centre offers accommodation for two nights for which an additional payment of Rs. 3000 has to be paid.

Organizations/Institutions nominating more than one person will be given a concession of 10 per cent in fee to the second nominee and onwards. A 10 per cent concession is also given to a woman participant. In either case, the maximum allowable concession is 10 per cent.

LAST DATE FOR NOMINATION

January 18, 2020

CERTIFICATE OF PARTICIPATION

The Centre issues a Certificate of Participation on conclusion of the Program.

COD ALUMNI ASSOCIATION

Participants of the program will become members of COD Alumni Association.

PROGRAM DIRECTOR

Prof. A. Lalitha, Assistant Professor, Centre for Organization Development, is an M.Phil. NET/JRF in Social Sciences. She is DiSC certified. She has vast experience and is adept in designing and delivering training programmes in OD and OB. Since 2010, She has conducted several open and in-house Leadership Development programs and long duration workshops where emphasis was on Strategic and Collaborative Leadership, Mentoring Relationships, Stakeholder Orientation and Building and Leading Teams for client organizations like Department of Science and Technology, DRDO, NMDC, MRPL, BOB, IOB, OBC, LIC, HPCL, Ministry of Finance, Government of Afghanistan. She is highly adept in conducting sessions on Time Management, Mentoring and Coaching Competencies, Team Development, Team Coaching, Emotional Intelligence, Interpersonal Skills, Awareness of Self, Understanding Self, Building Positive Organizational Culture, Leadership Vision, Situational Leadership, Personal Effectiveness, Trusted Leadership, Trust in Organizations, Organizational Climate Value-based Leadership, Women at Work, Team Building and Conflict Resolution. She has got expertise in conducting Activity-based Experiential Learning sessions for all levels of Management.

She has conducted Organizational Climate Surveys, Learning Need Surveys in different organizations like NMDC Ltd and NCL Alltek and Seccolor Ltd.. She has successfully led the project team, evaluating the training programmes conducted by AMR-APARD. As a team member, she has worked on the assignments of preparing HR Manuals for APMDC Ltd, NMDC Ltd, NMDC CMDC Ltd (NCL) e-Pragati and APTDC Ltd.

She has published several research papers/articles to her credit in various Journals and Books. Her areas of interest include, Organizational Development & Behaviour, Public Policy, and Women in Management, Training Evaluation and ROI in Training.



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